

TWIN Accounts

FAQS

Frequently Asked Questions

Do I have to pay the document prep fee up front?

You do not. This fee is divided throughout your 12 monthly payments.

What's my payment schedule?

Your "Amortization Schedule" (page 2 of your closing documents) is your payment schedule. You would have been given a hard copy of this information when you met with your coach.

What are my payment options?

You can pay through the Loan Management Portal by clicking [HERE](#) or by calling Payment Support at 314-533-4111 ext.106.

Who do I contact if I have questions about my loan?

Call 314-533-2411 and ask to speak to a Payment Support Specialist or call Nikki Martinez at 314-533-2411 x106.

How do I track my loan?

Use the Loan Management Portal. [CLICK HERE](#) to access the website. For detailed instructions, select the "Portal Sign-up" handout in the Resources section of the website.

What happens when I'm done with all 12 of my payments?

After all 12 payments are made you will meet with your coach. You will decide the best way to spend your match money. There will be some paperwork to sign and you will be mailed the security deposit that you have saved over the 12 months.